



CONTINUOUS EXAMINATION OPEN EXAMINATION FOR DEPARTMENT OF STATE HOSPITALS COMMUNICATIONS OPERATOR

www.dsh.ca.gov

The Department of State Hospitals is an Equal Employment Opportunity employer committed to ensuring the rights of every applicant and employee to work in an environment free from unlawful discrimination and harassment and without regard to race, color, sex/pregnancy, gender, age religion, marital status, national origin, ancestry, disability, medical condition, political affiliation or opinion, or sexual orientation.

It is the objective of the State of California to achieve a drug-free state workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

EXAMINATION TYPE

This is an open examination for the Department of State Hospitals. Examination and/or Employment Applications will not be accepted on a promotional basis. Career credits do not apply.

HOW TO APPLY

Please submit an Examination and/or Employment Application (STD. 678) form to the address indicated below. **DO NOT SUBMIT EXAMINATION AND/OR EMPLOYMENT APPLICATION FORMS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES.**

NOTE: All Examination and/or Employment Application forms must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. Examination and/or Employment Application forms received without this information will be rejected. Resumes will not be accepted in lieu of a completed Examination and/or Employment Application (STD. 678) form.

WHERE TO APPLY

MAIL OR HAND DELIVER EXAMINATION AND/OR EMPLOYMENT APPLICATION FORMS TO:

**DEPARTMENT OF STATE HOSPITALS
SELECTION SERVICES UNIT
1600 9TH STREET, ROOM 121
SACRAMENTO, CA 95814
(916) 651-8832**

California Relay for the hearing impaired:

From a TDD Phone (800) 735-2929

From a Voice Phone (800) 735-2922

EXAMINATION ELIGIBILITY LIMITATION

A candidate may be tested only once during any testing period. The testing period for this classification is once every 12 months. If you have taken an examination for this classification with the Department of State Hospitals, Atascadero, Coalinga, Metropolitan, Napa, Patton, Salinas Valley, Stockton, or Vacaville within the last 12 months, you are not eligible to compete in this examination.

FINAL FILE DATE

Continuous Testing – No Final File Date. Testing is considered continuous as dates can be set at any time.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application form. The Selection Services Unit will contact you to make special testing arrangements.

IDENTIFICATION REQUIRED

Note: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

SALARY RANGE

A: \$3,016 - \$4,033*

B: \$3,413 - \$4,562*

*Through June 30, 2013, full-time employees' monthly pay will be reduced by 4.62% in exchange for eight (8) hours of leave. Part-time employees shall be subject to the pay reduction on a pro-rated basis consistent with their time base. The salary above does not reflect this reduction.

The salaries used in the bulletin may not reflect all pay raises or any additional bonuses. You should verify the salary level(s) with the department personnel office before making any commitments.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

COMMUNICATIONS OPERATOR

CR90/1670

FINAL FILING DATE: CONTINUOUS

**REQUIREMENTS FOR
ADMITTANCE TO
THE EXAMINATION**

It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application. Your signature on your Examination and/or Employment Application form indicates that you have read, understood, and possess the basic qualifications required.

NOTE: All applicants must meet the education and/or experience requirements for this examination by the testing deadline established by the testing office.

**MINIMUM
QUALIFICATIONS**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

Education: Equivalent to completion of the 12th grade. **and**

Either I

Experience: Six months of experience in the California state service performing the duties of a Dispatcher-Clerk.

Or II

Experience: One year of experience in dispatching work involving the operation of radio communications equipment/systems.

Or III

Experience: Two years of experience involving a substantial amount of direct and telephone contact with the public and the responsibility to perform numerous tasks simultaneously.

**SPECIAL PERSONAL
CHARACTERISTICS**

Consistently report to work with a minimum of absences; willingness to work on Saturdays, Sundays, and holidays at odd or irregular hours and night shifts; voice well-modulated for radio transmission and clear enunciation; ability to handle stressful situations; hearing necessary to perform the duties of the position; and a satisfactory record as a law-abiding citizen.

**SPECIAL
REQUIREMENTS**

Existing law requires that a thorough background investigation shall be conducted to verify the absence of past behavior indicative of unsuitability to perform public safety dispatcher duties. The background investigation shall include a check of Department of Motor Vehicles' records, and a search of local, State, and national criminal history files to disclose any criminal record. Persons unsuccessful in the investigation cannot be appointed to the Communications Operator series.

Existing law requires that a medical examination shall be conducted to verify the absence of any medical condition which would preclude the safe and efficient performance of dispatcher duties. Persons unsuccessful in the medical exam cannot be appointed to the Communications Operator series.

Penal Code Section 13510(c) requires that State agencies participating in the P.O.S.T. program shall evaluate oral communication skills to ensure skill levels commensurate with the satisfactory performance of dispatch duties.

Penal Code Section 13510(c) requires that State agencies participating in the P.O.S.T. program shall require that the P.O.S.T. Public Safety Dispatcher's Basic Course be the minimum basic training for all public safety dispatchers in the program. The course shall be completed within 12 months of hire or assignment to dispatcher duties. Failure to successfully complete the course shall be cause for termination based on failure to meet the required conditions of employment.

JOB DESCRIPTION

This is the entry, working, and journey level for this series. Employees work under general supervision in a Communications Center

* Additional information regarding functions performed, complexity factors, and scope of responsibility for the Department of State Hospitals is contained in a separate document titled "Allocation Guidelines." following established policies and procedures in order to perform a variety of duties. Duties include operating multifrequency/channel radio telephone systems and computer-aided transmitting and receiving equipment to receive calls from field units, telephones, or other sources; filling out dispatch logs or typing entries into computer terminals; receiving and transmitting reports of incidents and requests for assistance; answering telephone requests for information; relaying calls for emergency services vehicles, other law enforcement agencies, or other assistance requested by field units.

**POSITION
LOCATION(S)**

At the full journey level, employees work under direction and perform all of the above and select receivers and transmitters and adjust volume controls; dispatch units or other equipment to specific points as required; provide information as requested or required by officers in the field; and act as a lead person.

Atascadero, Coalinga, Metropolitan, Napa and Patton.

**EXAMINATION
INFORMATION**

This examination will consist of a Training and Experience examination – Weighted 100%

[CLICK HERE](#) FOR THE TRAINING AND EXPERIENCE ASSESMENT.

The examination will consist solely of a Training and Experience Examination. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Examination process.

**EXAMINATION
SCOPE****Knowledge of:**

1. Computer applications to enter information into database(s).
2. Radio procedures (e.g., 10 code) to appropriately enter codes.
3. Basic law enforcement codes and regulations.
4. Phonetic sequences for completing work assignments.
5. Proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise and free of errors.
6. Basic mathematical computations (e.g., addition, subtraction, multiplication, division) and its applications for completing work assignments and related tasks.
7. Basic emergency response procedures in order to take appropriate actions to emergency situations.
8. Portable radio or alternative system to dispatch if regular system is down.
9. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) restrictions.

Ability to:

1. Use standard office equipment and machines (e.g., fax machines, copy machines, telephones, calculators) to complete various work processes.
2. Type efficiently to complete assignments and/or projects in a timely manner.
3. Use a variety of computer software applications and/or programs to set up and edit data to complete other assigned work assignments.
4. Remain fair and unbiased when applying Federal, State, or departmental rules, regulations, and policies.
5. Establish and maintain cooperative relationships with staff and other emergency personnel to meet the department's goals and objectives.
6. Use tact and diplomacy when working with people with different perspectives and viewpoints.
7. Remain calm and courteous in high stress situations.
8. Work with diverse individuals in the course of completing assignments.
9. Act quickly and efficiently to resolve issues and problems.
10. Maintain confidentiality to ensure compliance with the applicable laws, regulations, and rules related to consumer privacy.
11. Act as liaison between local agencies, contractors, utilities, Federal and State staff, management, and other entities for communications operator related issues and or/projects via telephone, email, and meetings.
12. Read and comprehend written materials (e.g., memos, emails, reports, regulations, policies) in order to apply information and determine appropriate courses of actions.
13. Enter, transcribe, record, store, or maintain information in written or electronic form.
14. Extract critical information from incoming calls to solve problems and/or resolve solutions.
15. Clearly communicate ideas and/or information in writing to staff, emergency personnel, and the public and private entities.
16. Clearly communicate ideas and/or information orally to staff, agencies, and the public.
17. Consult with staff, clients, agencies, the public and private entities for telecommunications related issues and or/projects via telephone, email, and in person.
18. Present ideas and information effectively to various entities (e.g. staff, the public, management) in order to communicate and meet operational needs.
19. Listen to ensure optimal comprehension of information, ideas, or directives.
20. Analyze situations and data accurately and thoroughly to determine and implement effective and appropriate course(s) of action.
21. Use a variety of resources and tools (e.g., telephones) needed to complete a task in accordance with departmental goals and objectives.

22. Identify problems or issues which impact the progress of work projects or assignments (e.g., time constraints, resource limitations, training, scheduling conflicts).
23. Use logic and reasoning to identify the strengths and weaknesses of alternative approaches, solutions, or problems.
24. Understand the implications of new information for both current and future problem-solving and decision-making.
25. Be detailed and thorough in completing work tasks to ensure optimal product quality.
26. Establish and effectively manage time with multiple assignments to ensure timely completion of projects and assignments.
27. Be flexible in adapting to changes in priorities, work assignments, and other interactions that may impact pre-established courses of action for completing projects and assignments.
28. Work independently on projects or assignments with minimal supervision or detailed instructions.
29. Perform basic mathematical computations (e.g., addition, subtraction, multiplication, division) using calculators and spreadsheet software for completing work assignments and related tasks.
30. Operate and monitor a multitude of frequencies and a variety of highly technical communication systems and equipment.
31. Recall a variety of situations and retain accurate information necessary to document into appropriate log.
32. Hear in the presence of significant background noise to perform the duties of the position.
33. Determine officer's welfare from voice inflection in cases of additional assistance.
34. Anticipate law enforcement's need for assistance.
35. Recognize and troubleshoot telecommunications problems.
36. Maintain a well-modulated voice and clear enunciation for radio transmission.
37. Work in a team environment to accomplish department goals.
38. Multi-task on assignments and projects.

**ELIGIBLE LIST
INFORMATION**

Departmental open eligible lists will be established for the Department of State Hospitals-Atascadero, Coalinga, Metropolitan, Napa and Patton. The eligible lists will be used to fill vacancies at Atascadero, Coalinga, Metropolitan, Napa and Patton. Names of successful competitors are merged onto the list in order of final score, regardless of date. Eligibility expires 12 months after it is established, unless the needs of the service and conditions of the list warrant a change in this period.

**VETERANS
PREFERENCE**

Veterans preference credit will not be granted in this examination since it does not qualify as an entrance examination under the law.

GENERAL INFORMATION

For an examination without a written feature it is the competitor's responsibility to contact the Department of State Hospitals, Selection Services Unit at (916) 651-8832 three weeks after the application deadline date if she/he has not received a progress notice.

If a competitor's notice of oral interview or performance test fails to reach her/him prior to the day of the interview due to a verified postal error, she/he will be rescheduled upon written request.

Examination and/or Employment Application (STD. 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, the Department of State Hospitals, and accessible on the internet at www.CalHR.ca.gov.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Competitors who pass will be ranked according to their scores.

The Department of State Hospitals reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of competitors and conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Veterans' Preference: California law limits the granting of veterans preference credits to entrance examinations. Veterans, widows, widowers, and the spouse of a disabled veteran may qualify for veterans' preference credits in Open entrance examinations (15 points for disabled veteran; 10 points for other veterans). Applicable points will be added to the final score of all candidates who are successful in this examination, and who qualify for, and have requested these points. Due to changes in the law, which were effective January 1, 1996, **CURRENT CIVIL SERVICE EMPLOYEES WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' PREFERENCE CREDITS.** Directions on how to apply for veterans' preference credits are on the Veterans' Preference Application Form (Form 1093) which is available from California Department of Human Resources, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In open, nonpromotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the Examination and/or Employment Application (STD. 678) form. (Section 4 of Article VII of the California Constitution is posted at the California Department of Human Resources, 1515 S Street, Sacramento, CA 95811.)

DEPARTMENT OF STATE HOSPITALS

Selection Services Unit
1600 9th Street, Room 121
Sacramento, CA 95814

TDD is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.
From TDD Phones: 1-800-735-2929
From Voice Phones: 1-800-735-2922